<u>REMARKS</u>

## I.   INTRODUCTION

In response to the Office Action dated July 17, 2002, claims 1, 3, 4, 9, 17, 21 and 35 have been amended. Claims 1 and 3-35 remain in the application. Entry of these amendments, and re-consideration of the application, as amended, is requested.

## II.   CLAIM AMENDMENTS

Applicant's attorney has made amendments to the claims as indicated above. These amendments were made solely for the purpose of clarifying the language of the claims, and were not required for patentability or to distinguish the claims over the prior art.

## III.   NON-ART REJECTIONS

In section (2) of the Office Action, claims 1, 3-34 and 35 were rejected under 35 U.S.C. §112, second paragraph, as being indefinite because of the use of "those customers" and "the relational database.

Applicant's attorney traverses these rejections, but has amended the claims to overcome one of these rejections.

The use of "the relational databases" is proper and the rejection for lacking an antecedent basis is improper. Nonetheless, Applicant's attorney has amended claims 1, 21 and 35 to overcome these rejections.

The use of "those customers" is proper and the rejection for lacking an antecedent basis is improper. Nonetheless, Applicant's attorney has amended claims 1, 3, 4, 9, 17, 21 and 35 to overcome these rejections.

## IV.   PRIOR ART REJECTIONS

### A.   The Office Action Rejections

In sections (3)-(4) of the Office Action, claim 35 was rejected under 35 U.S.C. §102(e) as being anticipated by Zucknovich et al., U.S. Patent No. 5,940,843 (Zucknovich). In sections (5)-(6) of the Office Action, claims 1 and 3-34 were rejected under 35 U.S.C. §103(a) as being unpatentable over Burdick et al., U.S. Patent No. 6,148,307 (Burdick) in view of Melchione et al., U.S. Patent No. 5,930,764 (Melchione).

Applicant's attorney respectfully traverses these rejections.

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B.    The Applicant's Claimed Invention

Independent claim 1 is generally directed to a network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database management system (RDBMS) that maintains a relational database stored on the SSM, and the relational database stores information for customers that frequent the SSM.

Independent claim 21 is generally directed to a method of processing information in a network interconnecting a plurality of self-service machines (SSMs). A relational database management system (RDBMS) is executed on each of the SSMs, wherein the RDBMS maintains a relational database stored on the SSM and the relational database stores information for customers that frequent the SSM that executes the RDBMS. The information stored in the relational database is used to more effectively serve a customer at the SSM.

Independent claim 35 is generally directed to a relational database management system (RDBMS) executed by a plurality of self-service machines (SSMs) interconnected by a network, wherein each of the SSMs stores a relational database, and the relational database stores information for customers that frequent the SSM.

C.    The Zucknovich Reference

Zucknovich describes electronic distribution of research documents over the world wide web or other network to investors. A repository server receives research documents from contributors. A restriction subsystem server is selectively coupled to the contributor workstation. The restriction subsystem server which includes manages and stores "restriction" and "review" information of companies, relative to contributors. A contributor identifies (via electronic communication or otherwise) to the restriction subsystem server a "restriction" and/or "review" status of a company relative to the contributor. A particular company may be identified as "RESTRICTED" if the contributor has a current banking or financial interest in the company. Additionally, a company may be identified as "UNDER REVIEW" if the contributor believes its opinion about the company may change based on a news event. Moreover, a company may be identified as "UNDER EXTENDED REVIEW," if, for example, the contributor is not presently "covering" that company. Each time the repository server is queried for a list of reports or documents (i.e., document titles or headlines), the repository server determines whether to provide a particular title to the viewer workstation (via a viewer server or web server) to the user based on the

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restriction status of the contributor of the document relative to the restriction status of the company or companies associated with the document.

### D.    The Burdick Reference

Burdick describes data in disparate formats from different data sources which are reformatted into a common data format and stored in database servers serving one or more data sources such that each database server contains only a portion of the composite database. A client server and graphical user interface are provided for allowing a client to perform simple search requests on one database server, browse requests on all database servers, or serve complex search requests on one or more database servers. The client server may reformat the resultant search data into one or more specific database formats for retrieval and manipulation by a specific database program or display the information for the client. The present invention has particular application to the semiconductor manufacturing field, for tracking data produced during the processes of semiconductor manufacturing.

### E.    The Melchione Reference

Melchione describes a sales process support system and method for identifying sales targets using a centralized database to improve marketing success. The system includes a central database that receives comprehensive information from a variety of internal and external feeds, and standardizes and households the information in a three-level hierarchy (households, customers, and accounts) for use by a financial institution. The comprehensive information stored on the central database is accessed through micromarketing workstations to generate lists of sales leads for marketing campaigns. A database engine is provided for generating logical access paths for accessing data on the central database to increase speed and efficiency of the central database. The system distributes sales leads electronically to branch networks, where the sales leads are used to target customers for marketing campaigns. The central database is accessed by workstations of a central customer information system for profiling customers, enhancing customer relationships with the financial institution, and electronically tracking sales and service performance during marketing campaigns. The system can also include a system for opening an account in a single session that is in communication with the central database, micromarketing centers, central customer information systems and branch systems of the present invention so that data can pass between these systems where legal and appropriate.

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F. Applicant's Claims Are Patentable Over The Reference

Applicant's claims are patentable over the references because they recite a novel and nonobvious combination of elements. More specifically, the cited references do not teach or suggest the elements of independent claims 1, 21 and 35 directed to a network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database management system (RDBMS) that maintains a relational database stored on the SSM and the relational database stores information for customers that frequent the SSM. In addition, the cited references do not teach or suggest the elements of independent claim 21 directed to using the information stored in the relational database to more effectively serve a customer at the SSM.

In response to the Applicant's attorney's previous arguments, the Office Action states the following:

> Applicant discussed that Zucknovich, Burdick and Melchione merely describe databases stored an accessed on servers, not on self-service machines. However, Zucknovich teaches that the database servers that are available to the CGI are listed in the WebpubLlnl file on the web server 4. When satisfying a no-text matching query, the CGI will attempt to sue an SQL type server first. If that database server is not available, the CGI will automatically switch to the next available SQL database server. When satisfying a text matching query, the CGI will attempt to use an full text database server. Again if that server is not available, then its backup will be tried, and so on, until either a server can satisfy the query (col. 11, lines 5-20). This information shows that the system have to have two servers; the first DB server 11 which includes a relational database 11 is stored in a server; the second DB server 13 which includes a relational database 10 is stored in another server. Also, Burdick teaches that the system network includes a plurality of database servers 105 and 107. When a client enters data requests, the system will access any one of database servers 105, 107 (fig. 1; col. 7, lines 1-10). This information shows that because of the two database servers 105 and 107 are connected through network with different location, thus these two database servers are on different servers. It is clear that servers are computers, which have functions same as self-service machines or self-service machines are only computers, which are used to stored databases and accessed by users. Thus, servers are presented as self-service machines.
>
> Applicant also discussed that neither Zucknovich, Burdick nor Melchione describe storing information for only those customers that frequent the self-service machines in the relational database stored on self-service machine. Zucknovich teaches that the user may then selected a document by clicking on the document's headline. The document transfer process takes place as follows: The web server 4 issues a request to the relational database 11 asking whether the user is permitted to view the selected document. Assuming that the selected SQL server is available,

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then the SQL server returns whether the use is so permitted. If the user is not permitted, then the web server 4 generates a HTML page using an error template. If the user is permitted, the requested document file is opened. At the user computer 6, 8, the Internet browser program launches a helper application to allow the user to read, print and save the document. Scenario 1: User 1 signs on to the web server 4 at his office. The CGI marks this browser/user ID combination as the current user. At 5:00 PM, he goes home, without closing down his browser. At 5:45 PM he signs on from his home computer. The CGI now marks this browser/user ID as the current user. At 10:00 PM, he goes to bed, without turning off his browser. At 8:00 AM the next day, he arrives at work, and tries to access the web server 4 again (col. 9, lines 40-65; col. 78, lines 15-35). This information shows that user 1 access frequently the web server 4.

Melchione also teaches that DB2 database includes security database, domain database, parameter database. For each user's profile, the security database 30 maintains information about the user's workstation. The security database 30 also determines whether the user can access certain accounts. The domain database 31 stores account status of each user. When the account opening system and process is used as part of the integrated system of the present invention, the greeter step is particular important. In particular, aside from the aforementioned advantages, the greeter step provides useful information concerning customers and potential customers that enter a branch and make it possible to determine, how long a customer waits in line, how frequently a customer visits a particular branch (fig. 1, col. 17, lines 10-35; col. 45, lines 10-20).

Applicant's attorney disagrees with these assertions. Specifically, Applicant's attorney submits that these assertions made by the Office Action ignore specific limitations of the claims.

For example, claims 1, 21 and 35 all recite that each of the self-service machines executes a relational database management system (RDBMS) that maintains a relational database stored on the self-service machine. Zucknovich, Burdick and Melchione merely describe databases stored and accessed on servers, not on self-service machines, as that term is defined in this application. Zucknovich describes centralized database servers, and nowhere discloses self-service machines storing their own databases. Burdick also describes centralized database servers, wherein each database server contains only a portion of the composite database, but also fails to disclose self-service machines storing their own databases. In addition, Melchione describes a centralized database, which includes user profiles, but says nothing about self-service machines storing their own databases.

In another example, claims 1, 21 and 35 all recite that the relational database of the self-service machine stores information for customers that frequent the self-service machine. Neither Zucknovich, Burdick nor Melchione describe storing information for customers that frequent the self-service

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machines in the relational databases stored on the self-service machines. As a result, neither Zucknovich, Burdick nor Melchione teach or suggest using the information for customers that frequent the self-service machines stored in the relational databases to more effectively serve the customers at the self-service machines.

Thus, Applicant's attorney submits that independent claims 1, 21 and 35 are allowable over the cited references. Further, dependent claims 3-20 and 22-34 are submitted to be allowable over the cited references in the same manner, because they are dependent on independent claims 1 and 21, respectively, and thus contain all the limitations of the independent claims. In addition, dependent claims 3-20 and 22-34 recite additional novel elements not shown by the cited references.
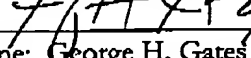
## V.    CONCLUSION

In view of the above, it is submitted that this application is now in good order for allowance and such allowance is respectfully solicited. Should the Examiner believe minor matters still remain that can be resolved in a telephone interview, the Examiner is urged to call Applicant's undersigned attorney.

Respectfully submitted,

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# APPENDIX: VERSION WITH MARKINGS TO SHOW CHANGES MADE

## IN THE CLAIMS

Please amend claims 1, 3, 4, 9, 17, 21, and 35 as follows:

1. (TWICE AMENDED) A network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database management system (RDBMS) that maintains a relational database stored on the SSM, and [each of] the relational database[s] stores information for [only those] customers that frequent the SSM.

3. (TWICE AMENDED) The network of claim 1, wherein the SSM further comprises means for using the information stored in the relational database to more effectively serve [the] a customer at the SSM.

4. (TWICE AMENDED) The network of claim 1, wherein the SSM further comprises means for using the information stored in the relational database to market products and services to [the] a customer at the SSM.

9. (TWICE AMENDED) The network of claim 1, wherein each of the relational databases stores information on [only those] customers that frequent the SSM that executes the RDBMS.

17. (TWICE AMENDED) The network of claim 11, wherein each of SSMs captures detailed data about [the] a customer's interaction for use both locally at the SSMs and globally at the data warehouse system.

21. (TWICE AMENDED) A method of processing information in a network interconnecting a plurality of self-service machines (SSMs), comprising:

executing a relational database management system (RDBMS) on each of the SSMs, wherein the RDBMS maintains a relational database stored on the SSM and [each of] the relational database [s] stores information for [only those] customers that frequent the SSM that executes the RDBMS;

using the information stored in the relational database to more effectively serve [the] a customer at the SSM.

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35. (TWICE AMENDED) A relational database management system (RDBMS) executed by a plurality of self-service machines (SSMs) interconnected by a network, wherein each of the SSMs stores a relational database, and [each of] the relational database[s] stores information for [only those] customers that frequent the SSM.

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